

# **RUTHERFORD COUNTY, TENNESSEE CLASSIFICATION SPECIFICATION**

**CLASSIFICATION TITLE:**

**ADMINISTRATIVE SUPPORT II**

**FLSA STATUS:**

**NON-EXEMPT**

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## **PURPOSE OF CLASSIFICATION**

The purpose of this classification is to perform administrative/secretarial work associated with providing administrative support and processing information/documentation relating to an assigned department/division. Duties and responsibilities include greeting visitors and answering telephone calls, providing customer service, processing invoices and payroll documents, preparing or processing various department documentation, coordinating meetings, maintaining department calendar, conducting research, compiling information and statistics, maintaining records, performing data entry, and performing tasks specific to assigned department/division. Assignment at the Health Department reports to the Health Department County Director.

## **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

Provides secretarial/clerical support for the assigned department; processes a variety of documentation associated with department operations, within designated timeframes and per established procedures.

Acts as liaison with other departments/divisions, state/local agencies, professional individuals/groups, the public, or other individuals/agencies in matters pertaining to department programs or operations; coordinates communications and conveys information among division/department personnel.

Performs reception functions; answers telephone calls and greets visitors; ascertains nature of business, directs callers/visitors to appropriate personnel, and records/relays messages; initiates and returns calls as necessary.

Performs customer service functions; provides information/assistance regarding department services, activities, procedures, fees, or other issues; distributes forms/documentation as requested; responds to routine questions, complaints or requests for service; initiates problem resolution.

Coordinates calendar activities for the department, to include planning/scheduling appointments, meetings, interviews, or other activities; updates calendar on a regular basis; communicates with individuals scheduled for appointments/meetings as appropriate.

Processes purchasing documentation; prepares purchase orders; verifies completeness of information, proper authorization, and assignment to proper budgetary account. – planning and engineering does not do .

Processes invoices for payment; matches invoices with statements or other backup documentation; verifies receipt of goods/services; reviews invoices for accuracy; makes applicable calculations and researches discrepancies; forwards invoices for payment. – planning and engineering does not do

May maintain petty cash fund for the division/department; disburses funds for expenditures as appropriate; ensures proper receipts/documentation of expenditures; balances account and requests reimbursements as needed.

Receives moneys in payment of various services, taxes, maps, documents, or other fees; records or posts transactions; issues receipts; prepares bank deposits and forwards as appropriate; assists in balancing revenues, accounts, bank statements, or other records.

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May process personnel and payroll documentation; maintains personnel records; reviews timesheets or time cards for accuracy and completeness; calculates hours work, verifies calculations, and researches discrepancies; enters payroll data into computer; forwards payroll documents for payment; distributes paychecks; tracks employee vacation, sick, and comp time records and vacation schedules to ensure proper staffing during absences; provides orientation and training for new employees; schedules in-service training.

Processes work order requests; receives work order requests and routes requests to appropriate person; monitors status of outstanding work; maintains records.

May coordinate travel arrangements, accommodations, conference registrations, or other travel-related plans for department staff.

Plans and coordinates arrangements for meetings of various boards, committees, or other groups/individuals; attends meetings as required; records and transcribes meeting minutes; prepares and distributes meeting notices, agendas, minutes, packets or other meeting materials; maintains records; coordinates scheduling and setup of meeting rooms up for various meetings/activities.

Gathers various information, data, reports, and/or files as requested; compiles statistical data relating to department programs or operations and makes applicable calculations; prepares/generates reports for submission to department managers and/or to outside agencies; maintains records.

Monitors inventory of department equipment, forms, or supplies; ensures availability of adequate materials to conduct work activities; initiates requests/orders for new or replacement supplies.

Processes incoming/outgoing mail; sorts, organizes, opens, and/or distributes incoming mail; signs for incoming packages; assembles materials for large mail-outs; prepares outgoing mail for pickup.

Types, drafts, prepares, or completes various forms, reports, correspondence, lists, purchase orders, budget documents, work orders, meeting minutes, legal notices, charts, graphs, or other documents.

Receives various forms, reports, correspondence, invoices, budget documents, timesheets, vacation/leave requests, inventory records, policies, procedures, maps, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; performs data entry functions by keying data into computer; verifies accuracy of entered data and makes corrections; utilizes word processing, spreadsheet, database, accounting, email, or other programs; performs basic maintenance of computer system and office equipment, such as backing up data or replacing paper, ink, or toner; coordinates service/repair activities as needed.

Maintains file system of department files/records; prepares and sets up files; sorts/organizes documents to be filed; files documents in designated order; retrieves/replaces files; shreds/destroys confidential or obsolete documents.

Maintains library of books, publications, news articles, or other resource materials for use by department staff; maintains computerized reference database.

Conducts research functions as needed.

Performs general/clerical tasks, which may include making copies, sending/receiving faxes, filing documentation, or updating department manuals/documentation.

Communicates with supervisor, employees, other departments, vendors, customers, law enforcement personnel, court personnel, inmates, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Maintains confidentiality of departmental documentation and issues.

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### **Assignment to the Health Department**

Coordinates communication with monthly reports to all key stake holders.

Prepares monthly newsletter for staff and posts to Health Department social media accounts

Manages inventory.

Responsible for placing maintenance work order requests for both Health Department buildings.

Supervises the Custodian.

Works hours as scheduled.

Completes work at assigned work station determined by the supervisor.

### **ADDITIONAL FUNCTIONS**

Provide customer service to the public via phone or in person, assist with address changes; provide property record data and maps for the public, write receipts for monies collected. Performs courier duties for the Assessor's Office. Maintain a daily log of customers assisted at the counter.

Performs notarization of documents as needed.

Performs basic cleaning/housekeeping tasks associated with maintaining work area.

Provides assistance or backup coverage to other employees or departments as needed.

Performs other related duties as required.

### **MINIMUM QUALIFICATIONS**

High school diploma or GED; supplemented by three (3) years previous experience and/or training involving secretarial work, office administration, basic bookkeeping, customer service, record management, personal computer operations, and training/experience in area of assignment; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of valid State of Tennessee Notary Public certification. Must possess and maintain valid Tennessee driver's license.

Proven proficiency in Excel, Word, Outlook, and other necessary technological tools used by the Health Department. Project management experience preferred. Public Health/Health Care experience preferred.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to calculate and/or tabulate data. Includes performing subsequent actions in relation to these computational operations.

**Human Interaction:** Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference and descriptive data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

**Functional Reasoning:** Requires the ability to carry out instructions furnished in written, oral, or diagrammatic form. Involves semi-routine standardized work with some latitude for independent judgment concerning choices of action.

**Situational Reasoning:** Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

## ADA COMPLIANCE/PHYSICAL DEMANDS ANALYSIS

**Physical Ability:** Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

### PHYSICAL DEMANDS ANALYSIS

#### 1. STANDING AND WALKING

**Tasks:** Interoffice between offices

**Surface:** Carpet, asphalt

**Estimated Total Hours:** 1-2    **Maximum Continuous Time:** 12-20 minutes

#### 2. SITTING

**Estimated Total Hours:** 6.5    **Maximum Continuous Time:** 1.5

#### 3. LIFTING/CARRYING

**Objects:**

Weight	Hourly	Daily	Weekly	Monthly	Never
<10 lbs	X				
11-25 lbs				2X	
26-50 lbs					X
51-75 lbs					X
76-100 lbs					X
>100 lbs					X

#### 4. BENDING/SQUATTING/KNEELING

**Tasks:** Filing

**Frequency:** Daily

#### 5. REACHING

**Tasks:** Daily phone, filing, computer use

**Hands Used:** RIGHT    LEFT    BOTH X

Distance	Direction	Frequency	Duration	Avg. Weight
0-20"		Daily		<2 lbs
21-36"				

**6. WORK CONDITIONS**

Exposure to	Yes	No
Hot Temperatures		X
Cold Temperatures		X
Sudden Changes in Temperature		X
Noise		X
Fumes		X
Cramped Quarters		X
Cold Surfaces		X
Hot Surfaces		X
Sharp Edges		X
Vibration		X
Fluorescent Lighting	X	
Computer Monitor Screen Glare	X	

Inside Building	<u>100</u> % of time
Outside	<u>0</u> % of time

**7. OTHER JOB DEMANDS**

Does Job Require	Yes	No
Crawling		X
Jumping		X
Lying on Back		X
Lying on Stomach		X
Twisting		X
Sweeping/Mopping		X
General Cleaning		X
Handling Trash		X

**8. LIST TOOLS, EQUIPMENT AND MATERIALS USED**

Phone, computer, etc.

**9. HAND USE**

Type of Use	Yes	No	Frequency
Keystrokes	X		Often
Grasp	X		Often
Fine Motor i.e: writing, twisting hands or wrist, etc	X		Often

**Exemption Status Test (Administrative Employee)**

~ Answer the following to determine whether a worker is misclassified as an exempt administrative employee:

1. Regularly receives a predetermined amount constituting all or part of the employee's salary, which is not subject to reduction because of variations in the quality or quantity of work performed.

Yes

2. Is the employee's primary duty performing office or non-manual work directly related to the management or general business operations of the employer or the employer's customers?

No

3. Does the employee exercise discretion and independent judgment with respect to matters of significance? That is, does he evaluate and compare possible courses of action and then make a decision or recommendation after considering the various possibilities?

Yes

4. Is the employee paid the equivalent of at least \$455 per week on a salary basis?

Yes

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Rutherford County, Tennessee, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this classification description by the employee assigned to the position and the immediate supervisor.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date